

(800) Operating Companies  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code

361499

<015> Study Area Name

CROSSLAKE TEL CO

<020> Program Year

2017

<030> Contact Name - Person USAC should contact regarding this data

Pamela Hintz

<035> Contact Telephone Number - Number of person identified in data line <030>

6516218535 ext.

<039> Contact Email Address - Email Address of person identified in data line <030>

phintz@otepas.com

<810> Reporting Carrier

Crosslake Telephone Company

<811> Holding Company

Crosslake Telephone Company

<812> Operating Company

Crosslake Telephone Company

<813>

<a1>

Affiliates

<a2>

SAC

<a3>

Doing Business As Company or Brand Designation

Crosslake Telephone Company

Crosslake Communications

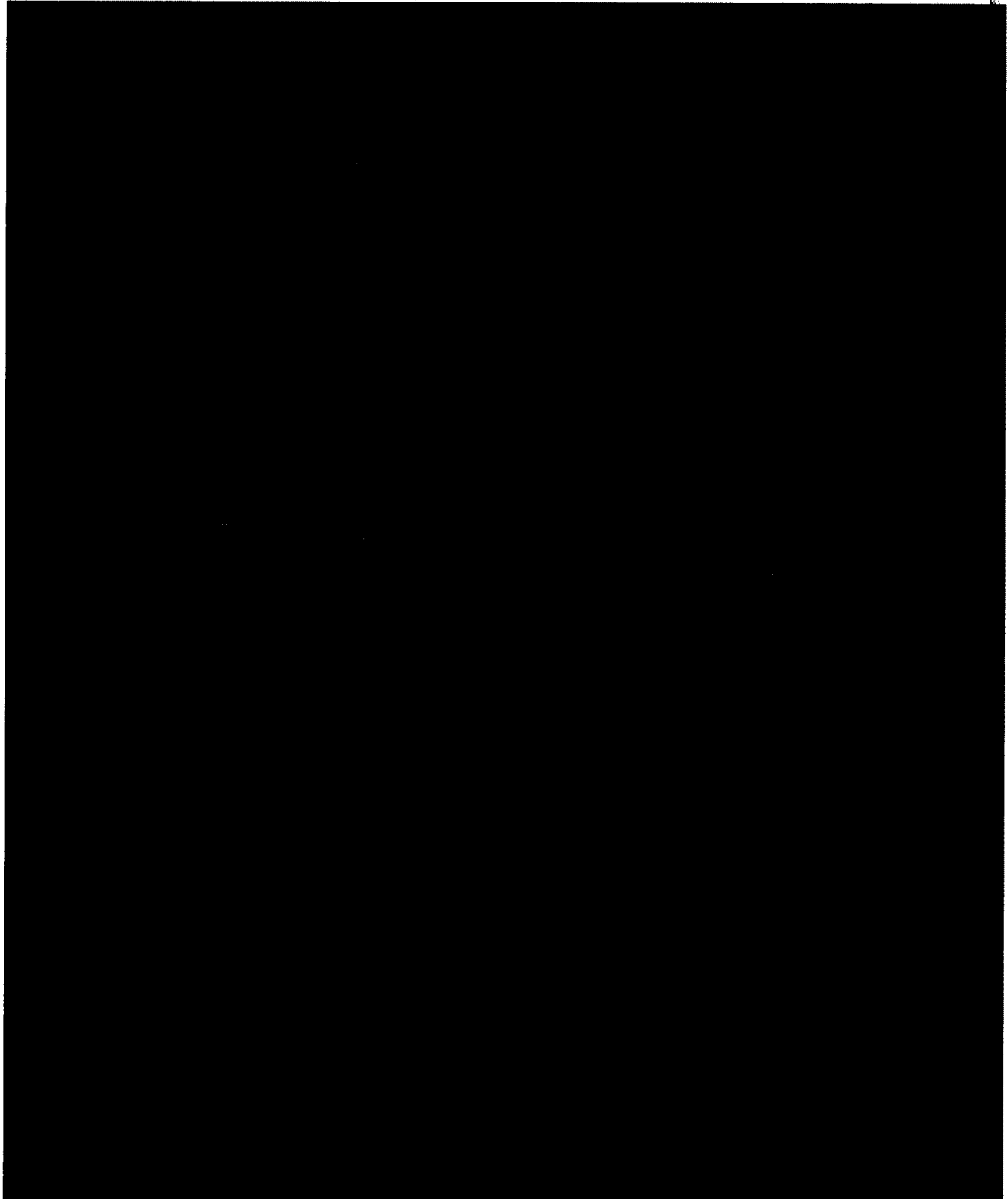
361499

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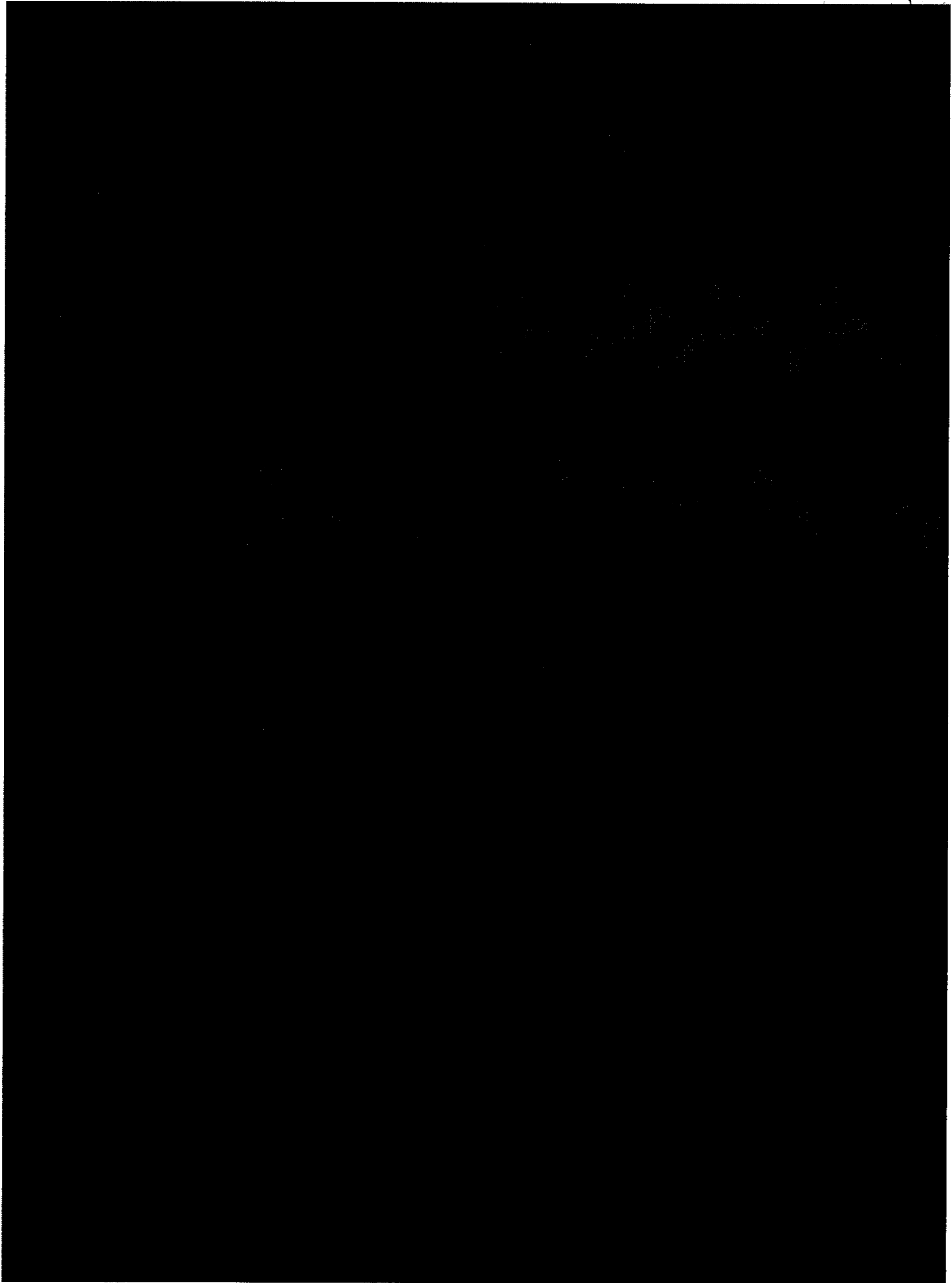
**CROSSLAKE COMMUNICATIONS (SAC 361499)**

**FCC FORM 481**

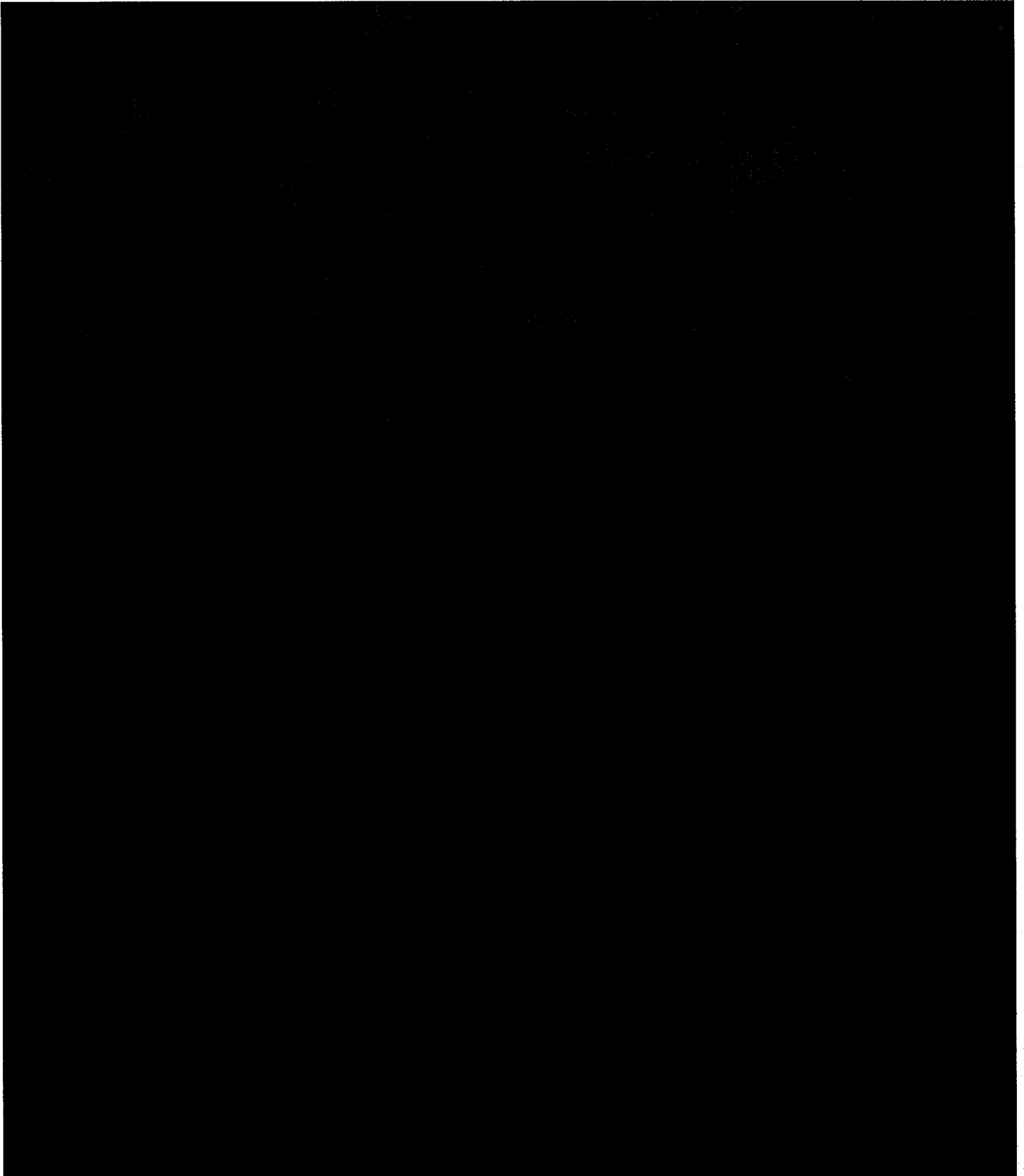
**PROGRESS REPORT ON SERVICE QUALITY IMPROVEMENT PLAN**



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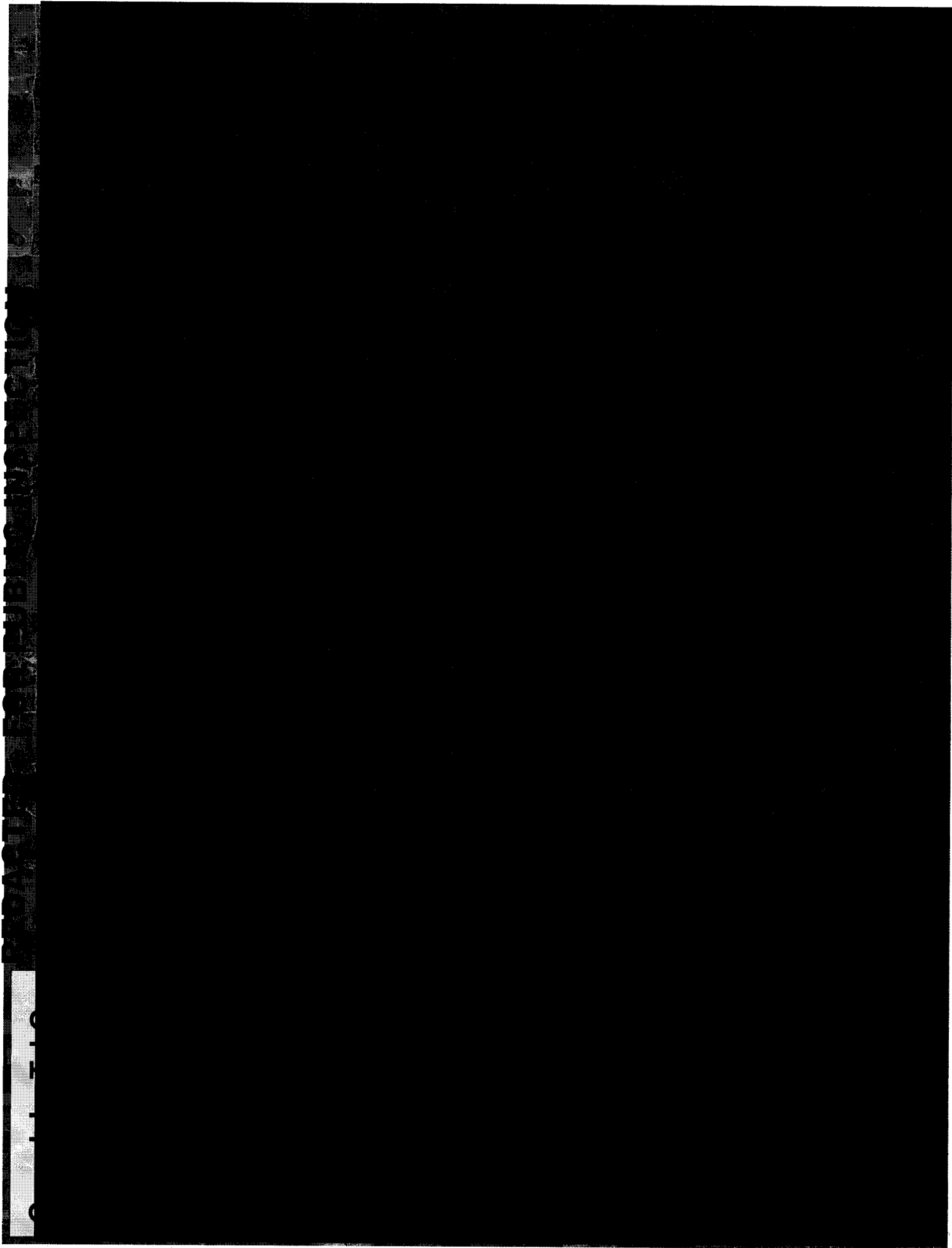
**CROSSLAKE COMMUNICATIONS (SAC 361499)**

**FCC FORM 481**

**PROGRESS REPORT ON SERVICE QUALITY IMPROVEMENT PLAN**

**LINE 112 – FIVE YEAR PLAN OR PROGRESS REPORT**

**ATTACHMENT A – LINE 113 NETWORK IMPROVEMENT MAP**



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SAC: 361499

State: MN

Crosslake Tel Co

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

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As required by MN. Rule "7812.0700 Minnesota General Service Quality Requirements. Subpart 1" the local services provided by Crosslake Tel Co are provided under internal company operating procedures and publically available tariffs which are in compliance with applicable Minnesota Public Utility Commission orders and rules including:

7810.0100 DEFINITIONS.

7810.0200 SCOPE.

7810.0300 STATUTORY AUTHORITY.

## **RECORDS AND REPORTS**

7810.0400 RETENTION OF RECORDS.

7810.0500 DATA TO BE FILED WITH THE COMMISSION.

7810.0600 REPORT TO COMMISSION ON SERVICE DISRUPTION.

7810.0900 LOCATION OF RECORDS.

## **CUSTOMER RELATIONS**

7810.1000 INFORMATION AVAILABLE TO CUSTOMER AND PUBLIC.

7810.1100 COMPLAINT PROCEDURES.

7810.1200 RECORD OF COMPLAINT.

## **CUSTOMER BILLING; DEPOSIT AND GUARANTEE REQUIREMENTS**

7810.1400 CUSTOMER BILLING.

7810.1500 DEPOSIT AND GUARANTEE REQUIREMENTS.

7810.1600 DEPOSIT.

7810.1700 GUARANTEE OF PAYMENT.

## **DISCONNECTION OF SERVICE; SERVICE DELAY**

7810.1800 PERMISSIBLE SERVICE DISCONNECTIONS WITH NOTICE.

7810.1900 PERMISSIBLE SERVICE DISCONNECTIONS WITHOUT NOTICE.

7810.2000 NONPERMISSIBLE REASONS TO DISCONNECT SERVICE.

7810.2100 MANNER OF DISCONNECTION.

7810.2200 RECONNECTION OF SERVICE.

7810.2300 NOTICE REQUIREMENTS.

7810.2400 BILL DISPUTES.

7810.2500 ESCROW PAYMENTS.

7810.2600 WAIVING RIGHT TO DISCONNECT; EMERGENCY STATUS.

7810.2800 DELAY IN INITIAL SERVICE OR UPGRADE.

## **DIRECTORIES**

7810.2900 CONTENT OF DIRECTORIES.

7810.3000 DIRECTORY ASSISTANCE.

7810.3100 CHANGES OR ERROR OF LISTED NUMBER.

## **ENGINEERING**

7810.3200 CONSTRUCTION OF TELEPHONE PLANT.

7810.3300 MAINTENANCE OF PLANT AND EQUIPMENT.

7810.3900 EMERGENCY OPERATIONS.

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SAC: 361499

State: MN

Crosslake Tel Co

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

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## INSPECTIONS, TESTS, SERVICE REQUIREMENTS

7810.4100 ACCESS TO TEST FACILITIES.

7810.4300 ACCURACY REQUIREMENTS.

7810.4900 ADEQUACY OF SERVICE.

7810.5000 UTILITY OBLIGATIONS.

7810.5100 TELEPHONE OPERATORS.

7810.5200 ANSWERING TIME.

7810.5300 DIAL SERVICE REQUIREMENTS.

7810.5400 INTEROFFICE TRUNKS.

7810.5500 TRANSMISSION REQUIREMENTS.

7810.5800 INTERRUPTIONS OF SERVICE.

7810.5900 CUSTOMER TROUBLE REPORTS.

7810.6000 PROTECTIVE MEASURES.

7810.6100 SAFETY PROGRAM.

Crosslake Tel Co is in compliance with Federal CPNI rules, Red Flag Rules and other Federal and State requirements governing the protection of Customer's privacy.



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SAC: 361499

State: MN

Crosslake Tel Co

Form 481 Line No. 610 Description of Functionality in Emergency Situations

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Crosslake Tel Co pursuant to MN Rule "7810.390 Emergency Operations" has:

- Established reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, illness of operators or from fire, storm, or acts of God including provisions for emergency power that meet or exceed the rule requirement to provide:
  - A minimum of four hours of battery service in each central office.
  - A permanently installed power unit in exchanges exceeding 5000 lines.
  - Mobile power units that can be delivered on short notice and which can be readily connected in offices without installed emergency power facilities.
  
- Has informed employees as to the procedures to be followed, including reasonable rerouting of traffic around damaged facilities and the deployment of emergency power, in the event of emergency in order to prevent or mitigate interruption or impairment of telecommunications service.

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SAC: 361499

State: MN

Crosslake Tel Co

Form 481 Line No. 1010 Descriptive document for Voice Services Rate Comparability

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Line 1010 – Description of Voice Services Rate Comparability: Provide a detailed description of how your pricing of fixed voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as published annually by the Wireline Competition Bureau, as required in 47 C.F.R. § 54.313(a)(10).

On April 5, 2016 the Wireline Competition Bureau announced results of the Urban Rate Survey for Voice Services as part of FCC Public Notice DA 16-362. Referenced in this public notice are the results required to meet the rate comparability as noted:

“Based on the survey results, the reasonable comparability benchmark for voice services is \$41.07.<sup>3</sup>

<sup>3</sup> Id. at 17694, para. 84.”

As required Crosslake Tel Co hereby certifies that its current fixed voice services for residential subscribers as defined in the USF/ICC Transformation Order is below \$41.07.

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SAC: 361499

State: MN

Crosslake Tel Co

Form 481 Line No. 1030 Descriptive document for Broadband Service Rate Comparability

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Line 1030 – Description of Broadband Service Rate Comparability: Provide a detailed description of how your pricing of a Broadband service meeting the Commission's Public Interest Obligations is no more than the applicable benchmark, as published annually by the Wireline Competition Bureau, pursuant to 47 C.F.R. § 54.313(a)(12).

On April 5, 2016 the Wireline Competition Bureau announced the results of the Urban Rate Survey for Broadband Service as part of FCC Public Notice DA 16-362. Referenced in this public notice are the results required to meet the rate comparability as noted:

"Based on the survey results, the reasonable comparability benchmark calculations for broadband services can be calculated at <http://www.fcc.gov/encyclopedia/urban=rate-survey-data>."

As required Crosslake Tel Co hereby certifies that it offers a Broadband service to residential subscribers at pricing that is no more than the applicable benchmark rate.

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SAC: 361499

State: MN

Crosslake Tel Co

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

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Crosslake Tel Co does adhere to all Federal Lifeline eligibility rules and regulations as well as Minnesota Administrative Rule "7817.0400 - Eligibility for Telephone Assistance Credits" which states:

## Minnesota Administrative Rule 237 Chapter 7817.0400

**Subpart 1. Information provided.** Each local service provider shall annually mail a notice of the availability of the telephone assistance plan to each residential subscriber in a regular billing. If a subscriber has chosen to receive the regular billing other than through U.S. mail, the local service provider shall send the notice in a regular billing using the delivery method chosen by the subscriber for delivery of the regular billing. The notice must state the following: YOU MAY BE ELIGIBLE FOR ASSISTANCE IN PAYING YOUR TELEPHONE BILL IF YOU RECEIVE BENEFITS FROM CERTAIN LOW-INCOME ASSISTANCE PROGRAMS OR MEET CERTAIN INCOME LIMITS. FOR MORE INFORMATION OR AN APPLICATION FORM PLEASE CONTACT

(local service provider). On request, the local service provider shall mail to a person an application form developed by the commission and the Department of Commerce, and a brochure that describes the telephone assistance plan's eligibility requirements and application process.

**Subpart 2. Application process.** On completing and signing the application certifying under penalty of perjury that the information provided by the applicant is true and that the statutory criteria for eligibility are satisfied, the applicant must return it to the local service provider for enrollment in the telephone assistance plan. An application may be made by the subscriber, the subscriber's spouse, or a person authorized by the subscriber to act on the subscriber's behalf.

**Subpart 4. Eligibility criteria.** To be eligible for a telephone assistance credit the applicant must:

- A. be a subscriber who resides in Minnesota or has moved to Minnesota and intends to remain; and
- B. be eligible for the federal Lifeline telephone service discount.

**Subpart 7. Applicant and recipient responsibilities.** Each applicant and each recipient shall provide current information to the local service provider about permanent changes that affect the applicant's or recipient's eligibility.

**Subpart 8. Local service provider responsibilities.**

- A. A local service provider shall begin providing telephone assistance credits to an applicant in the earliest possible billing cycle but not later than the second billing cycle following submission of a completed application demonstrating eligibility. If certified, the local service provider shall notify the applicant by, for example, placing telephone assistance credits on the bill.
- B. If an applicant is denied eligibility, the local service provider shall notify the applicant in writing of the reasons for the denial, of the right to appeal, and of the right to reapply.

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SAC: 361499

State: MN

Crosslake Tel Co

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

## Rates

Crosslake Tel Co's Local service rates that serve as its Lifeline Plans are filed in Compliance with the regulatory requirements of Minn. Rules Ch. 7810 and Minn. Rules pt. 7812.0600 as follows:

- A. The tariffs or price lists of local exchange carriers must offer the following services to all customers pursuant to Minn. Rules pt. 7812.0600 (basic service requirements):
- \_\_\_ single party voice-grade service and touch-tone capability;
  - \_\_\_ 911 or enhanced 911 access;
  - \_\_\_ 1 + intraLATA and interLATA presubscription and code-specific equal access to interexchange carriers subscribing to its switched access service;
  - \_\_\_ access to directory assistance, directory listings, and operator services;
  - \_\_\_ toll and information service-blocking capability without recurring monthly charges
  - \_\_\_ one white pages directory per year for each local calling area, which may include more than one local calling area, except where an offer is made and explicitly refused by the customer;
  - \_\_\_ a white pages and directory assistance listing, or, upon customer request, a private listing that allows the customer to have an unlisted or unpublished telephone number;
  - \_\_\_ call-tracing capability according to chapter 7813;
    - \_\_\_ (i) call Trace provisions in tariff mirror Commission's tariff templates.
  - \_\_\_ blocking capability according to the Commission's ORDER ESTABLISHING CONDITIONS FOR THE PROVISION OF CUSTOMER LOCAL AREA SIGNALING SERVICES, Docket No. P999/CI-92-992 (June 17, 1993) and its ORDER AFTER RECONSIDERATION, Docket No. P999/CI-92-992 (December 3, 1993).
  - \_\_\_ telecommunications relay service capability or access necessary to comply with state and federal regulations.
- B. A Separate flat rate service offering is required pursuant to Minn. Rules pt. 7812.0600, subpt. 2. At a minimum, each local service provider (LSP) shall offer the services identified in Minn. Rules pt. 7812.0600, subpt. 1 as a separate tariff or price list offering on a flat rate basis. An LSP may also offer basic local service on a measured rate basis or in combination with other services. An LSP may impose separate charges for the services set forth in subpart 1 only to the extent permitted by applicable laws, rules, and commission orders.

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Page 3 of 3

SAC: 361499

State: MN

Crosslake Tel Co

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

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C. Service area obligations under Minn. Rules pt. 7812.0600, subpt. 3: An LSP shall provide its local services on a nondiscriminatory basis, consistent with its certificate under part 7812.0300 or 7812.0350, to all customers who request service and whose premises fall within the carrier's service area boundaries or, for an interim period, to all requesting customers whose premises fall within the operational areas of the local service provider's service area under part 7812.0300, subpart 4, or 7812.0350, subpart 4. The obligation to provide resale services does not extend beyond the service capability of the underlying carrier whose service is being resold. The obligation to provide facilities-based services does not require an LSP that is not an eligible telecommunications carrier (ETC) to build out its facilities to customers not abutting its facilities or to serve a customer if the local service provider cannot reasonably obtain access to the point of demarcation on the customer's premises.

The flat rate services, offered pursuant to Minn. Rules pt. 7812.0600, subpt. 2., include unlimited local service minutes of use. The local services offerings do not include any toll minutes of use. The rates for any toll usage are determined by the rate plans of the Toll Provider(s) that end users are selected by lifeline by end users.

The specific Company terms and conditions for the Companies Lifeline Plans are set forth in the tariff pages included in Exhibit 1, attached.

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Exhibit 1

SAC: 361499

State: MN

Crosslake Tel Co

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

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CROSSLAKE COMMUNICATIONS  
CROSSLAKE, MINNESOTA

Section 4  
Page 1

## LOCAL EXCHANGE SERVICE

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The rates for Local Exchange Service are subject to the conditions set forth herein and the General Regulations governing provision of service. The General Regulations are set forth in Section 2 of this tariff book.

### Local Exchange Service

- A. The Local Exchange Service Rates in this section are for service only and do not include any terminal equipment beyond the point of demarcation.
- B. The rates applicable to Local Exchange Service are composed of a Line Access Rate component plus (where applicable) an Extended Area Service component.
- C. Service Upgrades
  - 1) At the option of the Company, services will be upgraded to business individual line and residence individual line or two party services as facilities for the provision of such services permit.
  - 2) Upgrading of business and residence services may be accomplished on a line by line basis at the option of the Company.
  - 3) As an exchange is upgraded, as set forth in 1) above, the rates shown on the appropriate rate schedule will be applied.
- D. Extended Area Service
  - 1) Establishment and discontinuance of EAS will be contingent upon Commission authorization.
  - 2) Extended Area Service rate component.
    - a) EAS is a premium-type service offering made by the Company to certain exchanges, under specific conditions.
    - b) The Extended Area Service rate component, where applicable, is included in the Local Exchange Service Rate.
- E. Taxes
  - 1) Applicable taxes levied by state, county and local taxing authorities are in addition to the rates set forth in this tariff. (See also General Regulations, Section 2).



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CROSSLAKE COMMUNICATIONS  
CROSSLAKE, MINNESOTA

Section 4  
Page 2  
Revision 5

## LOCAL EXCHANGE SERVICE

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### EXCHANGE SERVICE PLANS

#### A. Basic Local Service Plan

1. Available to all customers in the Crosslake Exchange and those customers included in the competitive local service area along the western edge of the city of Crosslake approved by the Commission in Docket No. P-569/M-07-79.

2. Rates:

Exchange - ALL

Class of Service

Monthly Rates

BUSINESS:

One Party

\$ 24.95

(l)

Basic Coin Telephone Service

24.95

(l)

PBX Trunk

33.00

RESIDENCE:

One Party

16.00

All rates are billed in advance. Payment for service is due when the statement is rendered.

Vacation rate service is available for customers requiring less than 12 months of service per year. The rate for vacation service is determined in accordance with section 5 of this tariff book.

#### B. Expanded Local Service Area Plan

1. Only available to customers located in the competitive local service area along the western edge of the city of Crosslake approved by the Commission in Docket No. P-569/M-07-79.
2. Plan includes local calling to entire Crosslake Exchange and the Arvig Telephone Exchange of Ideal Corners (including Manhattan Beach) and Expanded Area Service Calling (EAS) to the following exchanges:

Arvig Telephone

Exchanges

Breezy Point  
Pequot Lakes  
Pine River

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Effective: 1-1-09

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SAC: 361499

State: MN

Crosslake Tel Co

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

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Crosslake Tel Co hereby certifies that throughout 2015, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, and currently, it is taking reasonable steps to provide upon reasonable request actual speeds of at least 10 Mbps downstream/1 Mbps upstream broadband service at with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are met within a reasonable amount of time.

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**CROSSLAKE COMMUNICATIONS**

**FINANCIAL STATEMENTS  
TOGETHER WITH  
INDEPENDENT AUDITORS' REPORT**

**DECEMBER 31, 2015**

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*Depend on our people. Count on our advice.<sup>SM</sup>*

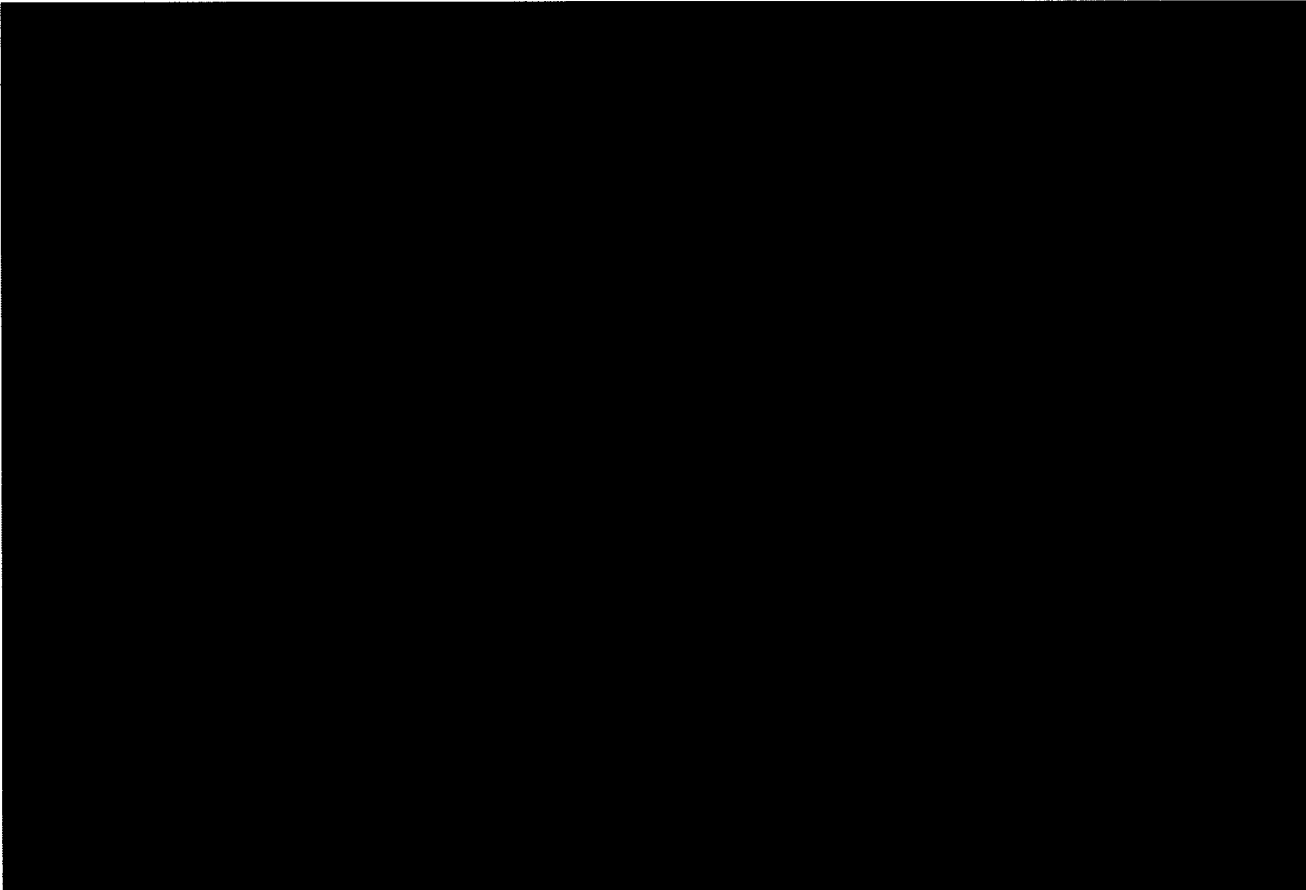
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CROSSLAKE COMMUNICATIONS

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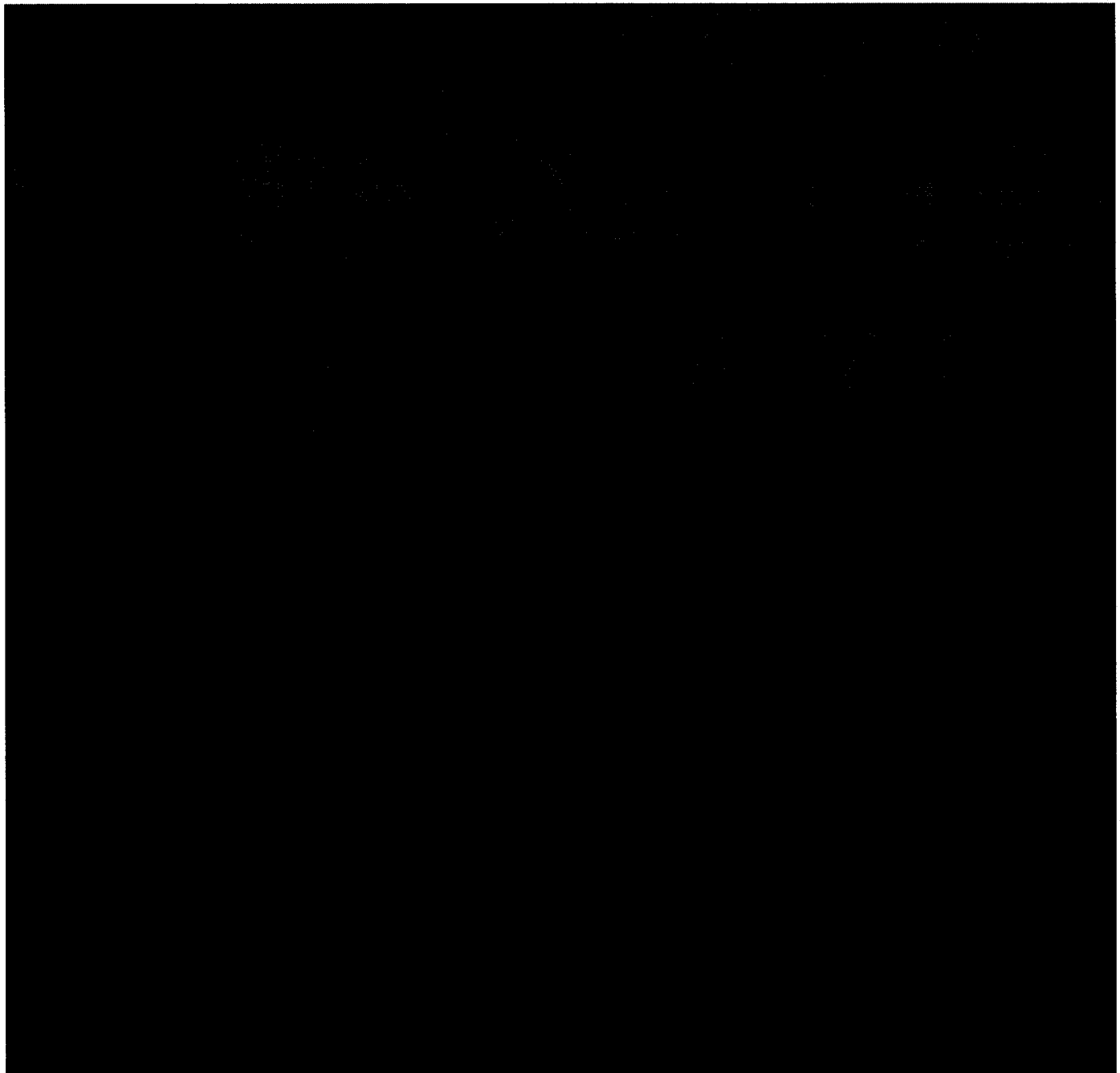
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 **OLSEN THIELEN & Co., LTD.**

*Certified Public Accountants & Consultants*

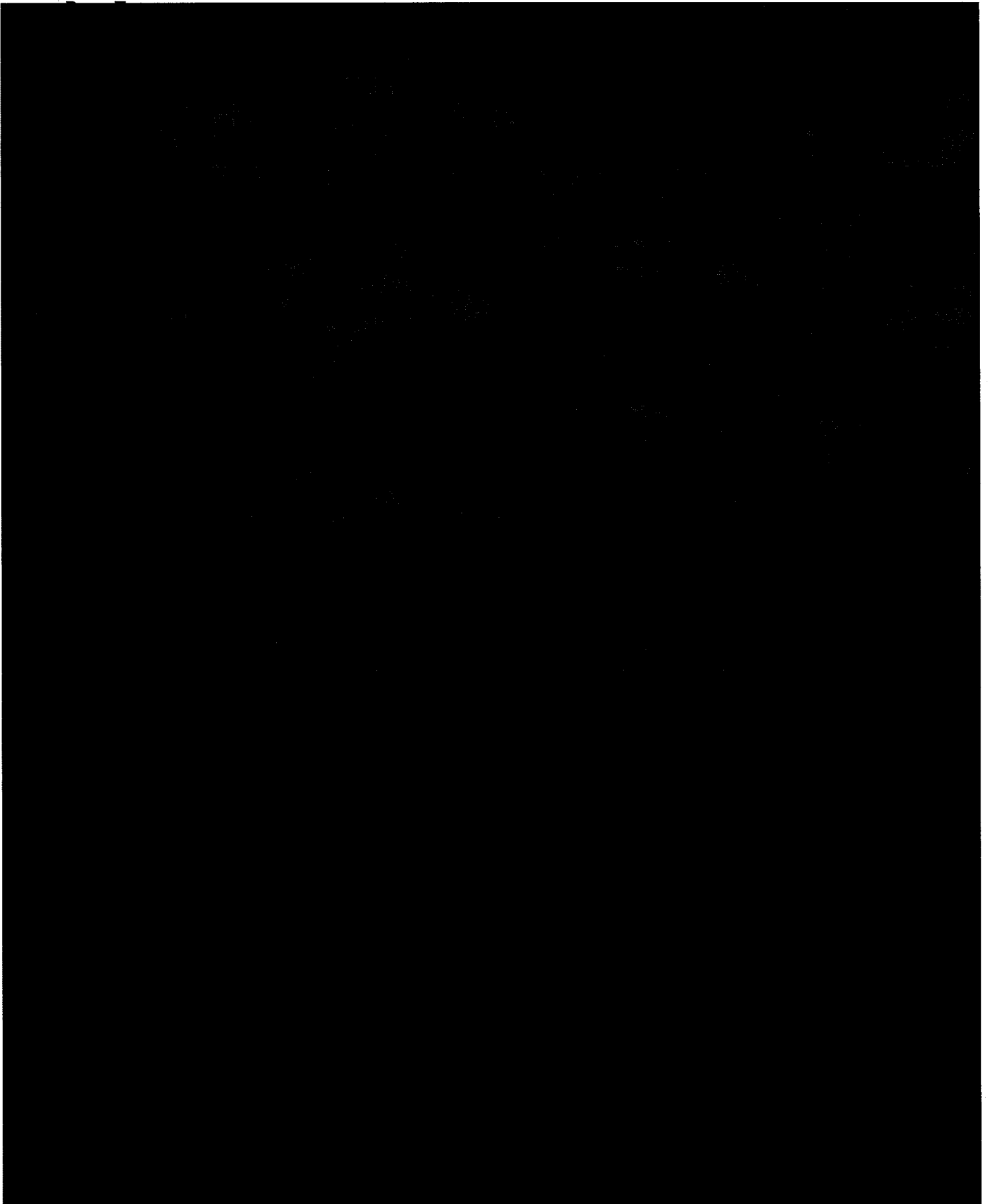
**INDEPENDENT AUDITORS' REPORT**

Members of the City Council  
City of Crosslake  
Crosslake, Minnesota



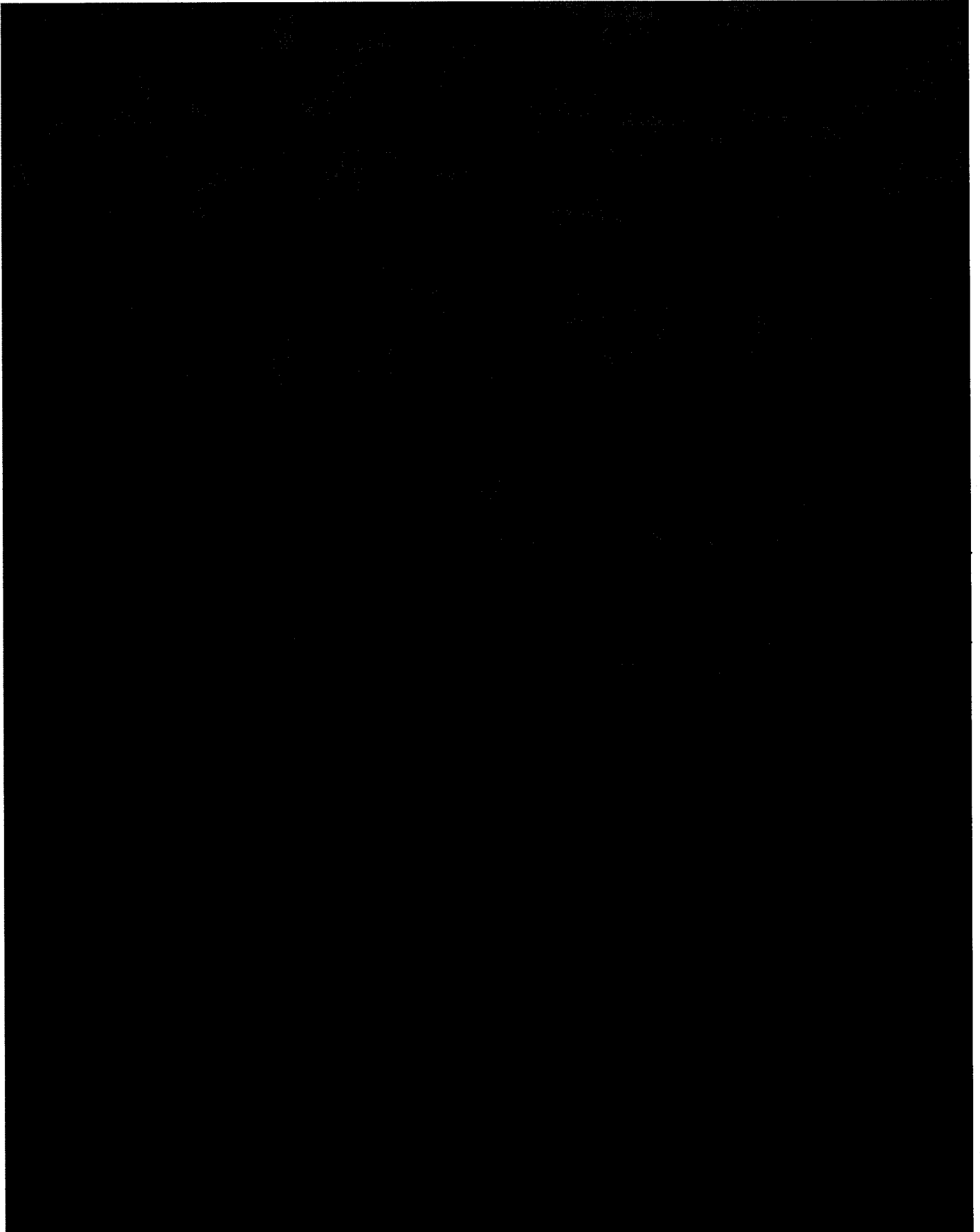
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Crosslake Communications



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CROSSLAKE COMMUNICATIONS



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## CROSSLAKE COMMUNICATIONS

### MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

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#### Financial Analysis

As noted earlier, net position may serve over time as a useful indicator of a fund's financial position. In the case of Crosslake Communications, assets exceeded liabilities by \$4,359,643 at the close of the most recent year.

#### Crosslake Communications Net Position

Current and Other Assets	
Capital Assets	
Deferred Outflows of Resources	
Total Assets and Deferred Outflows of Resources	
Long-Term Liabilities	
Other Liabilities	
Deferred Inflows of Resources	
Total Liabilities and Deferred Inflows of Resources	
Total Assets Less Total Liabilities (Net Position)	

Net position is classified as follows:

Invested in Capital Assets, Net of Related Debt	
Restricted	
Unrestricted	

The Fund's operations decreased net position by \$91,207 in 2015. Elements are as follows:

Operating Revenues	
Operating Expenses	
Operating Income	
Interest Income, Expense and Investment Income	
Change in Net Position Before Operating Transfers	
Operating Transfers to City of Crosslake	
Change in Net Position	



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## CROSSLAKE COMMUNICATIONS

### MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

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#### Capital Assets and Debt Administration

##### Capital Assets:

